



# Agilent Advantage Silver



Assuring workflow productivity.

## Comprehensive coverage for dependable laboratory operations.

With Agilent Advantage Silver, you get all the coverage you need to ensure reliable instrument performance and optimum workflow efficiency. In one convenient plan, Agilent Advantage Silver packages a comprehensive range of services, including:

- All-inclusive repair for rapidly resolving problems, minimizing disruptions to lab operations
- Scheduled preventive maintenance to ensure peak performance
- Real-time remote diagnostics and predictive support technology to optimize instrument availability and deliver detailed asset reporting for workflow optimization

In addition, you can count on the world-class service Agilent is known for. We complete more than 85% of service calls the first day, and enjoy a 98% satisfaction rate among customers worldwide.<sup>1</sup>

### Service Plans for Systems

The Agilent Advantage Silver plan provides fully integrated service coverage for all of the modules that make up your analytical system. Like all Agilent Service plans, Advantage Silver provides holistic support of your complete configuration to give you peace of mind knowing that your entire system is covered.

### Value you can count on

With Advantage Silver, you can count on the right mix of services to protect and optimize your laboratory workflows. And you save up to 10% over purchasing repair and maintenance services separately—making it an excellent value for your lab.



Agilent Advantage Silver helps optimize your workflow productivity through these features:

**Preferred Response**—Fast response over time and materials calls expedites the resolution of your service requests.

**On-Site Repair Visits**—Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel and labor.

**Parts Required for Repair**—Genuine Agilent parts necessary for repairs are covered under the cost of your plan.

**Consumables/Supplies Required for Repair\***—Normal wear-and-tear items such as liners, seals, lamps and tubing are also included when needed for repair.

**Annual On-Site Preventive Maintenance**—A scheduled maintenance visit is included to keep your systems operating at peak performance for sensitive, high-precision analysis. It also reduces the likelihood of instrument failure by up to 25%.

**Hardware and Software Telephone Support**—Technical support for both hardware and software is as close as the phone, as often as you need it.

**Agilent Remote Advisor-Assist\*\***—Single-click service requests and remote diagnosis of problems helps speed repairs. More than 60% of service calls may be resolved immediately without delay.

**Agilent Remote Advisor-Report\*\***—Detailed, on-demand reports on inventory, system configuration, usage and utilization give you the insights you need for effective capacity planning and maximum workflow efficiency.

**Agilent Remote Advisor-Alert\*\***—Proactive text and email notifications alert you the moment instruments require attention. As a result, you can take action before problems or breakdowns occur, preventing costly downtime and workflow interruptions.

**Agilent Service Guarantee**—100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.



### Optional Compliance Services

Keep your lab compliant and receive a discount on Agilent's Number One-ranked compliance services when you bundle Operational Qualification (OQ) or Repair Qualification services with your Advantage Silver Plan.

For more information about Agilent Advantage Silver and other Agilent Services, please call your local Agilent Representative or visit [www.agilent.com/chem/services](http://www.agilent.com/chem/services)

Research use only. Information, descriptions and specifications in this publication are subject to change without notice. Agilent Technologies shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance or use of this material.

© Agilent Technologies, Inc. 2010  
Printed in USA October 20, 2010  
5989-9562EN

<sup>1</sup> Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2007.

\*Per local parts replacement policy.

\*\*Where available. Installation required. Installation fees waived when connecting minimum number of systems.



**Agilent Technologies**